

## What is claimed is:

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1. A message processing apparatus for processing messages transmitted from a plurality of terminals comprising:  
preparation means for preparing a receiver state list indicating states of a plurality of receivers of a message whose destinations are the plurality of receivers; and  
10 management means for managing information in the receiver state list.
2. The message processing apparatus according to claim 1, wherein the receiver state list includes completion information indicating that receiver confirms the message, or a business related to the message is completed.  
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3. The message processing apparatus according to claim 2, wherein content of the message and the receiver state list are displayed on a terminal, linked with each other.  
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4. The message processing apparatus according to claim 1, wherein the receiver state list includes open  
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information indicating open states of the message of the plurality of receivers, and completion information indicating that the message is confirmed, or that business related to the message is completed.

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5. The message processing apparatus according to claim 1, comprising:

10 storage means for storing content of the message, receivers' names, and completion information indicating that receiver confirms content of the message, or that business related to the message is completed, corresponding to each other, wherein  
15 the preparation means prepares the receiver state list based on the receivers' names and the completion information.

6. The message processing apparatus according to claim 5, comprising:

20 amendment means for amending contents of transmitted message stored in the storage means, and recovery means for recovering all the receivers' open information indicating whether or not the receiver opens the message from an opened state to a not-opened state when the message is amended by the  
25 amendment means.

7. The message processing apparatus according to  
claim 5, wherein  
the storage means stores comments prepared by  
the receivers for the message, and  
5 the recovery means makes the comments stored in  
the storage means be stored as they are, when the  
transmitted message is amended by the amendment means.

8. The message processing apparatus according to  
10 claim 5, wherein  
the storage means stores message type of the  
message, and  
the preparation means prepares the receiver state  
list according to the message type, the receivers'  
15 names, and the completion information.

9. The message processing apparatus according to  
claim 8, comprising:  
set means for displaying comment alternatives of  
20 comment pattern which correspond to the message type  
of the received message, in comment section of the  
received message, and for setting comment pattern  
which corresponds to comment alternative selected by  
receiver as the receivers' comment to the received  
25 message, wherein

the storage means includes a comment pattern storage portion for storing, corresponding to the message type, the comment pattern and the comment alternatives which correspond to the comment pattern.

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10. The message processing apparatus according to claim 1, for enabling a sender and all receivers of the message to confirm content of the message and the receiver state list on screens of terminals.

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11. The message processing apparatus according to claim 1, wherein

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a comment section for inputting comment to received message is provided in the message, and comment inputted to the comment section is displayed as comment of respective receiver, in the receiver state list.

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12. The message processing apparatus according to claim 1, wherein

delay state regarding response time limit which is set in the message is displayed as delay information in a received message list.

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13. The message processing apparatus according to

claim 1, comprising:

open ratio obtaining means for obtaining an open ratio of the message from the open information indicating an open state of the receiver of the message, and

display means for displaying the open ratio of the message in a message list.

14. The message processing apparatus according to  
10 claim 1, comprising:

completion ratio obtaining means for obtaining a completion ratio from the completion information indicating that receiver of the message confirms the message, or that business related to the message is completed, and

display means for displaying the completion ratio which is obtained from the completion ratio obtaining means, in a message list.

20 15. The message processing apparatus according to  
claim 1, comprising:

detection means for detecting designated keywords from receivers' comments; and

25 aggregation means for aggregating a number of comments which include the keywords detected by the

detection means, wherein  
a number of comments including the designated  
keywords is displayed on a terminal.

5 16. A message processing apparatus for processing  
messages transmitted from a plurality of terminals,  
comprising:

10 preparation means for preparing a message list  
of displaying a formatted type message related to a  
process of business and a non-formatted type message  
related to a process other than business, together  
with a message type; and  
management means for managing information in the  
message list.

15 17. A message management method for managing messages  
transmitted from a plurality of terminals, comprising  
the step of:

20 displaying a formatted type message related to  
a process of business and a non-formatted type message  
related to a process other than business, together  
with a message type.

25 18. A message management method for managing messages  
transmitted from a plurality of terminals, comprising

the steps of:

preparing a receiver state list indicating states of a plurality of receivers of message whose designations are the plurality of receivers, and

5 displaying the receiver state list on a terminal.

19. The message management method according to claim 18, wherein

10 said displaying step is to display the receiver state list linked with content of the message.

20. The message management method according to claim 18, wherein

15 the receiver state list includes receivers' names and completion information indicating that receiver confirms the message, or that business related to the message is completed,

20 said displaying step is to display content of the message and the receiver state list on a terminal linked with each other.

21. A message management method for managing messages transmitted from a plurality of terminals, comprising the steps of:

25 preparing a receiver state list indicating states

of a plurality of receivers of message whose destinations are the plurality of receivers, and managing information of the receiver state list.

5 22. The message management method according to claim 21, wherein

the receiver state list includes receivers names and completion information that receiver confirms the message, or that business related to the message is completed.

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23. A computer readable storage medium for storing a program, the program comprising the steps of:

15 displaying a receiver state list indicating states of a plurality of receivers of message whose designations are the plurality of receivers and content of the message on a terminal, linked with each other.

20 24. A computer readable storage medium for storing a program, the program comprising the steps of:

displaying a receiver state list which includes receivers' names of message and completion information indicating that content of the message is confirmed, or that business related to the message is completed,

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on a terminal.

25. A computer readable storage medium for storing a program, the program comprising the steps of:

5 preparing a receiver state list indicating states of a plurality of receivers of message whose destinations are the plurality of receivers; and managing information of the receiver state list.

10 26. The storage medium according to claim 25, wherein the receiver state list includes receivers' names and completion information indicating that content of the message is confirmed, or that business related to the message is completed.

15 27. The storage medium according to claim 26, the program comprises a step of:

returning open information about all receivers of the message from an opened state to a not-opened 20 state when content of the transmitted message is amended by a sender, wherein

the receiver state list includes the open information indicating whether or not the receiver open the message.

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